Attorney Docket No.: RSW920030051US1 (7161-095U) **PATENT**

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of	:	Customer Number: 46320
Glenn AIKENS et al.	:	Confirmation Number: 9683
Application No.: 10/677,876	:	Group Art Unit: 4175
Filed: September 30, 2003	:	Examiner: T. Nguyen

For: MULTI-TIER COMPOSITE SERVICE LEVEL AGREEMENTS

AMENDMENT

Mail Stop Amendment
Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The following Amendment and Remarks are submitted in response to the Office Action dated January 16, 2008.